

# Office of Science Integrated Support Center

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Management Coordinator

# Integrated Support Center (ISC)

- If a question concerning Facilities and Infrastructure is asked by SC 31.2, can SC be assured that the answer will be the same from either the Oak Ridge Office (ORO) or Chicago (CH)?
- Short answer, not yet.
- FY 2005 Service Plan identifies contact matrix.
- Contact Matrix is top-level; customer can 'drill down' to Subject Matter Experts (SMEs) for each function.

# Integrated Support Center Re-engineering

- Re-engineering effort underway to evaluate team concept involving both CH and ORO.
- Jeff Roberts - Project Director for the re-engineering team.
- Re-engineering will determine how, when and in what areas ORO and CH will coordinate their response to SC HQ and SC Site Offices.

# ORO Management Concept

- ORO has developed teams (Oak Ridge Reservation Management Team/ Safety Attainment Board) which report to the Manager, ORO
- Team concept avoids traditional stove-piping and provides recommendations through a consensus process
- Additional teams may be developed to address Program and Technical Support for the ISC as determined by the re-engineering effort

# ORO Management

- ORO Provides Facilities and Infrastructure Services to:
  - Pacific Northwest Site Office (PNSO)
  - ORO has Line Responsibility for the Oak Ridge Reservation, the Oak Ridge National Laboratory and all non NNSA activities.
- Activities coordinated through the Oak Ridge Reservation Management Team include Planning, Land-use, Realty, Stakeholder Interface, and others (F&I?) as required by the Manager

# ORR Management Team

The Oak Ridge Reservation Management Team was established in 1994.

Purpose was to provide the Manager, ORO, with recommendations related to activities impacting the ORR which had been reviewed by all major programs and offices located on the ORR.

Representatives from all programs and offices are on the team. Recommendations which go to the Manager are reached through a consensus process.

One model for Jeff Roberts to review as part of the re-engineering effort to develop the ISC. Communication is a key element in the success of the team concept.

# ORO RESERVATION MANAGEMENT

## Oak Ridge Reservation Management Team:

Chuck Spoons, Chair

Mark Belvin, ORNL

Jason Darby, EM

Leon Duquella, Emer. Manag.

Gary Hartman, Historical Pres.

Scott McGill, Landlord Facilities

David Myers, Partnerships

David Page, Wildlife Management

Ralph Skinner, Long-term Stewardship

Jamie Standridge, Planning and Budget

Terry Allen, ES&H

Nancy Carnes, Legal

Jim Donnelly, NNSA

Patty Hart, NS

Walter Perry, PAO

Cindy Hunter, Real Estate

Tracye Baber, Real Estate

# OAK RIDGE OFFICE SUMMATION

- The Oak Ridge Office is ready to assist Jeff Roberts with the re-engineering effort to establish a successful and efficient ISC.
- The ISC is a virtual organization. The service Plan identifies contacts from ORO and CH. Responses are currently not always coordinated between offices.
- SMEs will continue to provide answers/solutions based on DOE Orders and best management practices until the ISC re-engineering effort is complete.



# PHASE 2 OF One SC

- Selected slides for Jeff Roberts presentation at Oak Ridge on May 18, 2005.